

**IN THE UNITED STATES DISTRICT COURT
FOR THE EASTERN DISTRICT OF TEXAS
MARSHALL DIVISION**

**MONUMENT PEAK
VENTURES, LLC
Plaintiff,**

v.

**XEROX CORPORATION
Defendant.**

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CIV. A. NO. 2:21-cv-0345-JRG-RSP

JURY TRIAL DEMANDED

EXHIBIT 7



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Docucare Associate II - Beaumont, TX

Xerox Beaumont, TX



Full-time · Entry level



10,001+ employees · Information Technology & Services



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About the job

Description & Requirements

Xerox Corporation (NYSE: XRX) is an \$11 billion technology leader that innovates the way the world communicates, connects and works. Our expertise is more important than ever as customers of all sizes look to improve productivity, maximize profitability and increase satisfaction. We do this for small and mid-size businesses, large enterprises, governments, graphic communications providers, and for our partners who serve them. We understand what's at the heart of work and all of the forms it can take. We embrace the increasingly complex world of paper and digital. Office and mobile. Personal and social. Every day across the globe in more than 160 countries our technology, software and people successfully navigate those intersections. We automate, personalize, package, analyze and secure information to keep our customers moving at an accelerated pace.

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Purpose:

Responsible for the operational, on-site delivery of outsourcing/facilities management to end-user customers. Activities involve maintaining

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Chelsea Hunter

Recruiter at Xerox
Sanford, Florida, United States

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targets.

The role holder works as part of the service delivery team that is aligned to one or more customers. He/she will have a focus on the following:

- Delivery of service that meets SLA and delights the customer (KPI: SLA achieved & high customer satisfaction)
- Supporting the achievement of productivity improvements (KPI: Value for customer & enhanced margin)
- Contributing to service transformation and business growth (KPI: Further profitable service revenue)

Specific:

- The work undertaken by the role holder is completed in line with the Service Level Agreement and Statement of Work relevant for the customer

General:

- Intermediate level job with some work experience
- Has developed knowledge and skills through formal training & applies these to complete assigned work within own area of expertise
- Identifies problems in straightforward situations and makes sound decisions using standard procedures
- Works within established procedures with a moderate degree of supervision

Primary Responsibilities:

- Carries out regular preventative maintenance checks on client fleet of machines
- Replenishes consumables
- Maintains log of all activities including on-site parts inventory
- Maintain clean and tidy devices and surrounding environment
- Carries out first level repair and escalate in accordance with agreed procedures for next level maintenance and technical support
- Ensures SLA is achieved, and customer requirements are met
- Commitment to maintaining skill set through personal development and training
- Promotes knowledge sharing and acts as a mentor/coach

Candidate Education:

- Specialized courses from recognized universities with 2/3 years of academic years (Example: recognized certification, diploma, etc.)

Candidate Background:



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- Minimum - Experience in a customer-facing service delivery role
- Minimum - Demonstrates a proactive approach to work with initiative and drive
- Minimum - Good technical and/or electrical aptitude

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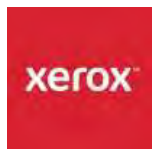
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Pay range unavailable

Salary information is not available at the moment.

Are you interested in salary information for this job? **Yes / No**

About the company



Xerox

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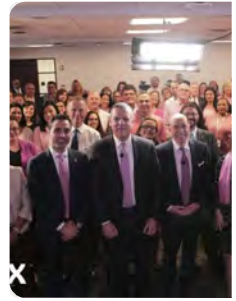
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